

“A communication platform for providing computer telephony integration services to remote subscribers, and associated method”

ABSTRACT OF THE DISCLOSURE

A communication platform for providing computer/telephony integration services to remote subscribers comprises:

- a hosted call switching unit in communication with an external telephone network or interconnected networks through a communications trunk;
- for each subscriber, a subscriber telephony component, such as an intelligent agent, executed by processing means belonging to the communication platform and connected to an external subscriber's information system through a permanent private secure data channel, whereby said subscriber telephony component can communicate in a private manner with other information system components of said subscriber so as to be logically part of said information system, each subscriber component being capable of controlling said switching unit according to subscriber data ;
- resources available to each subscriber telephony component in association with call processing or routing;
- means for allocating resources to each telephone call handled by a subscriber telephony component in response to data communication with said component through a secure interface.

(Figure 1)